

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
 Executive/Director Name: Steven Arwood
 Reporting Period: Mar 2013
 Date Approved: 4/16/2013

Green: >90% of target
 Yellow: >= 75% - 90% of target
 Red: <75% of target
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
1. ORR								
LARA-1	Number of Existing Administrative Rules Reviewed	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
LARA-2	Number of Existing Administrative Rules		👍	N/A	18,035	18,148	Monthly	Number of Existing Administrative Rules
LARA-3	ARC Generated Changes	Red	👍	200	74	62	Monthly	Number of Changes Implemented Following ARC Recommendations
LARA-4	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
LARA-5	Administrative Rules Rescinded	Red	👍	3000	1388	1222	Monthly	Number of Rules Rescinded
LARA-6	Net Reduction in Number of Administrative Rules		👍	TBD	-1195	-1108	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
2. Adjudications								
LARA-7	Overall Timely Administrative Hearings	Yellow	👎	90.0%	79.9%	81.4%	Monthly	Percent Closed Within Timeliness Deadlines
LARA-8	Unemployment Agency Appeals (1st Level)	Red	👎	30	80	52	Monthly	Average Case Age of 1st Level Appeals in Days
LARA-9	Public Benefit Cases Referred by Department of Human Services	Yellow	👎	90.0%	76.0%	76.5%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LARA-10	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90.0%	99.0%	99.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
LARA-11	LCC - Violation Appeals	Green	👍	80.0%	84.1%	82.2%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
3. Licensing and Permits								
LARA-12	Overall Timely Permits and Licenses	Green	👎	90.0%	95.2%	96.4%	Monthly	Percent Issued Within Timeliness Deadlines
LARA-13	Health Facilities Division - Engineering	Green	=	90.0%	100.0%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
LARA-14	CSCL - Corporation Document Review	Green	👎	95.0%	95.1%	97.0%	Monthly	Review of Non-Expedited Documents within 3 Days
LARA-15	BCC - Permit Processing	Green	👍	85.0%	100.0%	99.7%	Monthly	Percent Processed within 5 Business Days
LARA-16	Health Professions Division - License Issuance Timeliness	Green	=	90.0%	91.0%	91.0%	Monthly	Percent Completed within 8 Weeks of Full Submission
LARA-17	Health Professions Division - Medical Marijuana Application Processing	Green	=	95.0%	100.0%	100.0%	Monthly	Medical Marijuana Card Rejection Letters Issued within 20 Days of Receipt of Application for those Ineligible (original applications)
LARA-18	LCC - Application Processing	Green	👎	90.0%	94.2%	95.7%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
4. Complaint Processing								
LARA-19	Overall Timely Complaint Resolution	Green	👎	90.0%	84.0%	87.1%	Quarterly	Percent Processed Within Timeliness Deadlines
LARA-20	Health Professions Division - Investigative Complaint Drafting	Yellow	👎	75.0%	62.2%	77.9%	Monthly	Percent Drafted within 22 Days of Assignment
LARA-21	CSCL - Complaint Investigation Stage Processing Time	Green	👍	90.0%	84.0%	70.2%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
LARA-22	OFIR - Complaint Handling	Green	👍	95.0%	99.6%	99.1%	Quarterly	Percent of Complaints Opened Within 7 Business Days
LARA-23	MIOSHA - Response to Employee Complaints	Green	👍	95.0%	99.0%	98.8%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
LARA-24	MIOSHA - Wage & Hour Complaint Processing	Green	👎	75.0%	74.2%	74.7%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
5. Key Economic Indicators								
LARA-25	MIOSHA - Construction Industry Injury and Illness Rate	Green	👍	2.7	1.5	2.0	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-26	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green	👍	6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-27	UIA New Claims -- All Programs		👍	N/A	52,020	55,243	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
LARA-28	New UIA Employer Accounts	Green	👎	1850	1784	1860	Monthly	Number of New Accounts Opened
LARA-29	WC Cost of Premium Ranking	Yellow	👍	40	32	23	Every Other Year	1 (Highest) to 50 (Lowest)
LARA-30	Michigan Average Electrical Retail Price (Commercial)		=	N/A	39.0	39.0	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
LARA-31	BCC - Building Permits Issued		👍	N/A	76	56	Monthly	Number of Building Permits Issued
6. Employee Engagement								
LARA-34	Employee Landscape Champions Percentage	Green		55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey